



## DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	DEPARTMENT OF CONSUMER AFFAIRS	<b>RELEASE DATE:</b>	Monday, November 1, 2010
<b>POSITION TITLE:</b>	Chief - Cemetery and Funeral Bureau	<b>FINAL FILING DATE:</b>	Monday, November 15, 2010
<b>CEA LEVEL:</b>	CEA 1	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 6,173.00 - \$ 7,838.00 / Month	<b>BULLETIN ID:</b>	10292010_3

### POSITION DESCRIPTION

Under the direction of the Director and Chief Deputy Director of the Department of Consumer Affairs (DCA), the Chief has full responsibility for the policy, operations, management and supervision of the Cemetery and Funeral Bureau. As a member of the Department's Executive Management Team, the incumbent formulates, directs, implements and interprets Bureau policies and procedures; advises the Director and Executive staff on matters relating to the Bureau's operations; and sets the Bureau's goals and objectives in alignment with the Department's strategic plan, all through subordinate staff. Duties include and are not limited to the following: • Formulates, directs and implements DCA policies in conjunction with the Cemetery and Funeral Bureau • Evaluates program activities and provides direction • Address controversial and complex industry issues • Implements the elements of the DCA Business Strategic Plan • Develops and implements strategic plans for the Cemetery and Funeral Bureau • Formulates comprehensive and proactive management actions to offset potential or existing negative effects on consumers • Ensures mandates specified in statute are met • Represents the DCA and the Director on a variety of issues • Oversee the development of performance measures • Monitors progress in the implementation of these performance measures and conducts reassessments of individual measures • Participates as a member of DCA's Executive Team • Performs a comprehensive review of each regulatory program to determine effectiveness • Make recommendations based on the findings consistent with the needs of DCA consumers • Oversees licensing and enforcement functions within the Bureau • Testify before the Legislature

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### **Either I**

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

**Or II**

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

**Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

**Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program

policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

- **Management Skills** -- Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision and management accountability.
- **Program Analysis Skills** -- Experience in analyzing complex administrative issues or problems and developing policies, procedures, or specific solutions.
- **Communication Skills** -- Possess excellent oral and written communication skills, demonstrate the ability to be a leader and motivator, use tact and influence in achieving results; demonstrated ability to deal with a variety of public and private persons and groups in matters of significant program sensitivity.
- **Technical Skills** – Practical understanding of and demonstrated knowledge of the operations and regulations of overseeing a regulatory and licensing program in State government.
- **Administrative Skills** - The ability to effectively interact with Executive Management, Executive staff, departmental administrators, legislative committees, the public, other State agencies, programs and labor representatives. Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief - Cemetery and Funeral Bureau**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Depth and breadth of experience related to licensing, enforcement, legislature, budgets, and regulatory process.
- Experience working with external stakeholders (e.g., industry, educational institutions, law enforcement, other local, state, or federal agencies) - List the level, extent, and nature of those contacts.
- Managerial experience equivalent in level to, Staff Services Manager I.
- Depth and breadth of experience: making presentations; representing and speaking for an organization; presenting to executives, legislative members and staff, the media, general public, and industry groups.
- Depth and breadth of experience planning, developing and managing a complex and sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
- Depth and

breadth of experience in strategic planning, developing and implementing policies, and measuring accountability.

## **FILING INSTRUCTIONS**

Application and Statement of Qualifications must be postmarked by November 15, 2010. Interagency mail received after November 15, 2010, will not be accepted. Faxed and emailed applications will not be accepted.

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

### **Applications must be submitted by the final filing date to:**

DEPARTMENT OF CONSUMER AFFAIRS, Selection Services & Recruitment Unit  
1625 N. Market Blvd., Ste. N321, Sacramento, CA 95834  
Margo Cooper | (916) 574-8305 | [margo\\_cooper@dca.ca.gov](mailto:margo_cooper@dca.ca.gov)

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

## **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>